



Maryland Crisis Hotline

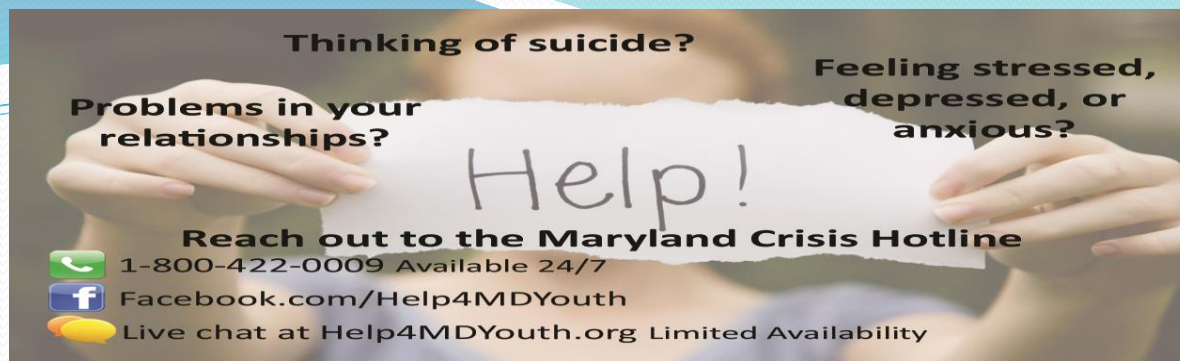
1989-present

MCH Network



Life Crisis Center





- Maryland Crisis Hotline Network Centers
 - Answer calls 24/7/365
 - Answer National Suicide Prevention Lifeline Calls
 - Hold AAS Accreditation
 - Provide training to local police
 - Follow up with callers in crisis
 - Have between 25 and 52 years of experience providing services
 - All utilize iCarol Data Systems
 - Provide chat daily for users in crisis

Coverage

<i>County</i>	<i>Agency providing coverage</i>	<i>County</i>	<i>Agency providing coverage</i>
Allegany	Frederick MHA	Harford	Grassroots
Anne Arundel	Grassroots	Howard	Grassroots
Baltimore City	BCRI	Kent	Life Crisis Center
Baltimore County	Grassroots	Montgomery	CCSI
Calvert	CCSI	Prince George's	CCSI
Caroline	Life Crisis Center	Queen Anne's	Life Crisis Center
Carroll	Grassroots	Somerset	Life Crisis Center
Cecil	Life Crisis Center	St. Mary's	CCSI
Charles	CCSI	Talbot	Life Crisis Center
Dorchester	Life Crisis Center	Washington	Frederick MHA
Frederick	Frederick MHA	Wicomico	Life Crisis Center
Garrett	Frederick MHA	Worcester	Life Crisis Center

BCRI covers Baltimore City (1 jurisdiction)

CCSI covers Suburban Washington DC and Southern Maryland (5)

Frederick MHA covers Western Maryland (4)

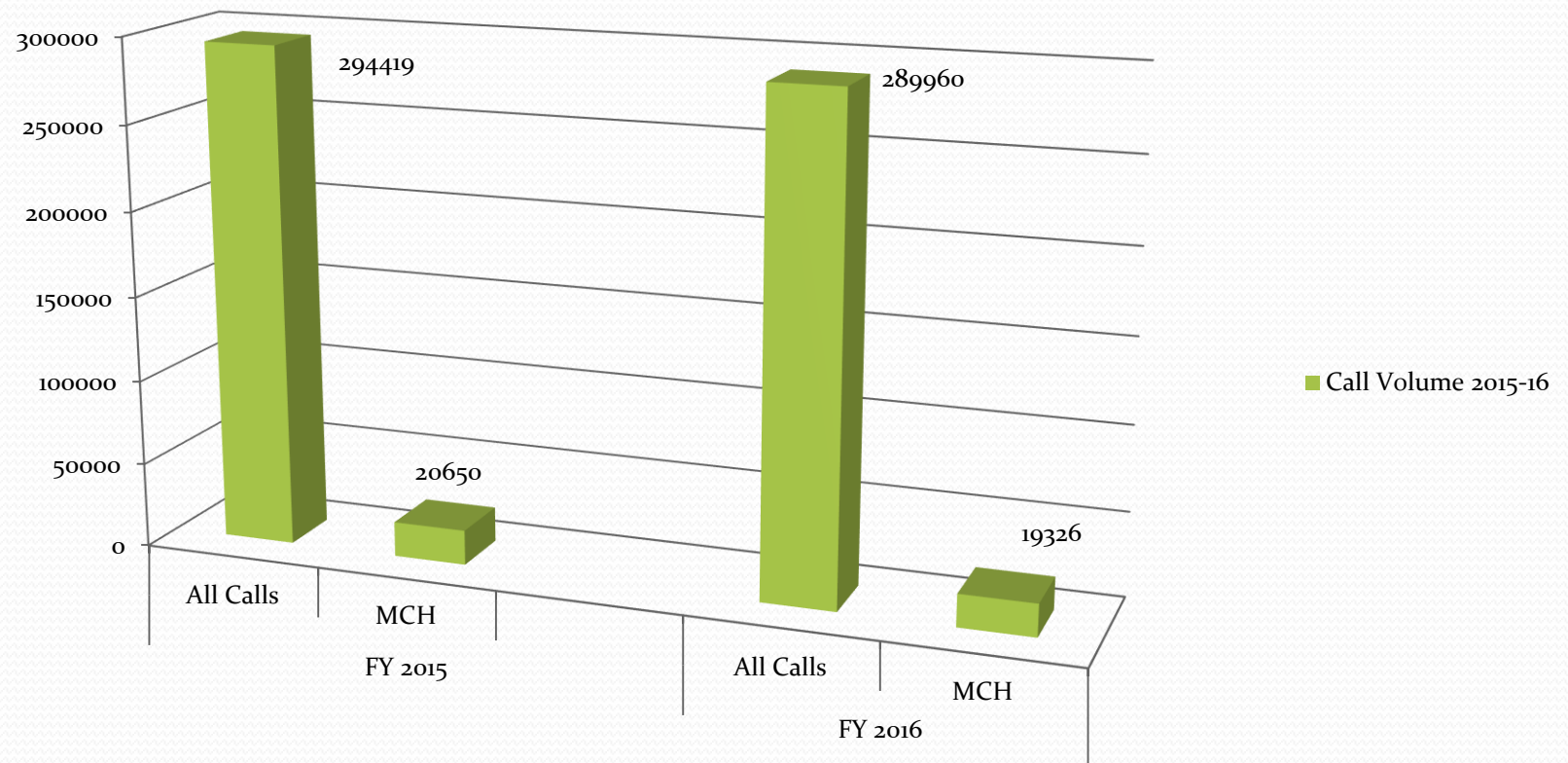
Grassroots covers Central Maryland (5)

Life Crisis Center covers the Eastern Shore (9)

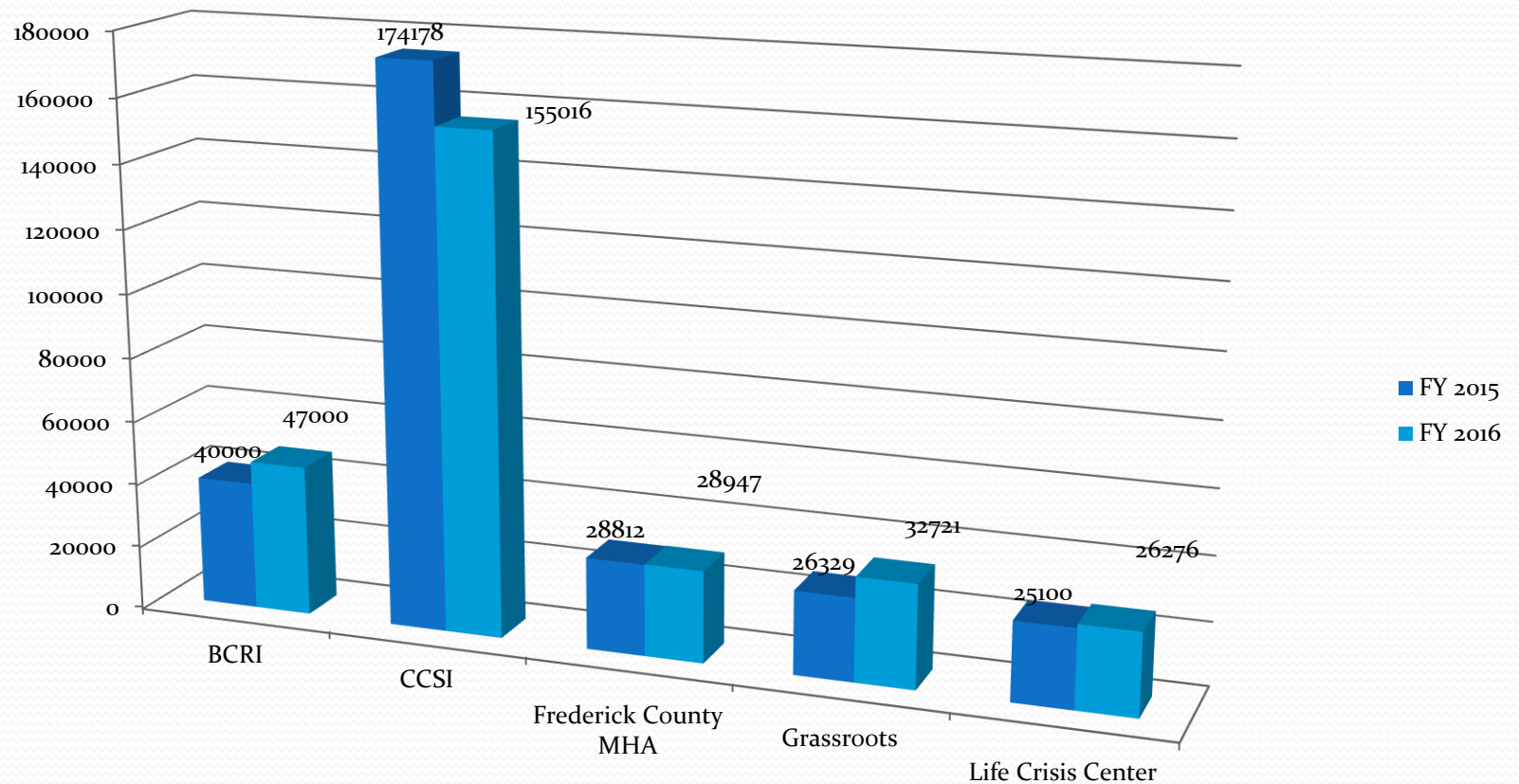
Every Mind (formerly Mont Co MHA provides chat as a part of MCH)

Call Totals

Call Volume 2015-16



Call Volume



Accreditation Requirements

- All MCH Crisis Hotlines must be accredited as crisis centers by the American Association of Suicidology – www.suicidology.org
- Additional accreditations are held by the centers including the Seal of Excellence from Maryland Nonprofits and CONTACT USA

Oversight

- Each of the five agencies is a 501 (c) 3 nonprofit organization
 - All have boards of directors that provide oversight
 - All are annually audited and submit IRS 990 forms
 - Provide regular annual reports to accreditation bodies

Staffing & Qualifications

- Each of the five agencies has a slightly different staffing structure
 - All have paid, permanent staff
 - All have paid, part-time staff
 - All have paid, PRN staff
 - Several have volunteers
 - Several utilize student interns
- Required training that must be completed before call specialists' answer a call – minimum of 40 hours in areas including
 - Crisis Intervention & theory
 - Suicide
 - Mental Health
 - Substance Abuse
 - Interventions (voluntary and involuntary)

Staffing & Qualifications

- Several of the agencies require a Bachelor's Degree
- All agencies have a Master's level qualified supervisor available to call specialists

Statistics Collected

- Different for each agency – all provide a different report to their CSA's
- Collect demographics including:
 - Age, Gender, Race, Zip Code
 - Problems & Needs
 - Referrals Provided

Coordination with Crisis Services

- Three of the five centers are also the local 2-1-1 Centers and have a Statewide Database
- Four of the five centers provide chat services
- Provide or work closely with mobile crisis teams as they are available

Needs for the future

- Telephony
- Marketing and advertising support
- Additional funds to provide text & chat